

# Claims

[c1]

1. A method for sending service provider specific messages comprising:
  - A. scheduling an appointment in a reminder scheduler;
  - B. getting one or more items of customer data associated with said appointment;
  - C. retrieving one or more items of local service provider data based on said one or more items of customer data;
  - D. creating a message in said reminder scheduler using said one or more items of local service provider data and said one or more items of customer data;
  - E. determining from said one or more items of customer data and said one or more items of system data a local service provider gateway; and

F. sending said message based on said appointment to a said local service provider gateway.

[c2]

2. A method for sending service provider specific messages as recited in claim 1, further comprising the step of sending said message from said local service provider gateway to a messaging device.

[c3]

3. A method for sending service provider specific messages as recited in claim 2, wherein said messaging device is selected from the group consisting of a telephone, a pager, and an e-mail system.

[c4]

4. A method for sending service provider specific messages as recited in claim 1, wherein said message is selected from the group consisting of a text message, an e-mail message, and a pager message.

[c5]

5. A method for sending service provider specific messages as recited in claim 1, wherein at least one of said one or more items of customer data is a telephone number.

[c6]

6. A method for sending service provider specific messages as recited in claim 1  
wherein generating said message is based on a rules engine.

[c7]

7. A method for sending service provider specific messages as recited in claim 1  
wherein said messages are sent at configurable times.

[c8]

8. A method for sending service provider specific messages as recited in claim 1  
wherein creating said message is based on a template.

[c9]

9. A method for sending service provider specific messages as recited in claim 1  
wherein sending said message is based on a template.

[c10]

10. A method for sending service provider specific messages as recited in claim 1  
wherein said one or more items of subscriber data is in a database.

[c11]

11. A method for sending service provider specific messages as recited in claim 1  
wherein said messages are sent over a network.

[c12]

12. A method for sending service provider specific messages as recited in claim 11  
wherein said network is the Internet.

[c13]

13. A method for sending service provider specific messages as recited in claim 1  
further comprising the step of scheduling an appointment on a Graphical User Interface.

[c14]

14. A method for sending service provider specific messages as recited in claim 1  
further comprising the step of importing said customer data from a practice  
management system.

[c15]

15. A system for sending service provider specific messages comprising:  
A. a reminder scheduler;

- B. a local service provider gateway;
- C. a system gateway;
- D. wherein an appointment is made in said reminder scheduler; and
- E. wherein said reminder scheduler notifies said system gateway of the need to send a message; and
- F. wherein said system gateway takes one or more items of customer data associated with said appointment and one or more items local service provider information to create said message; and
- G. wherein said message is sent to said local service provider gateway.

[c16]

- 16. A system for sending service provider specific messages as recited in claim 15, wherein said service provider gateway sends said message to a messaging device.

[c17]

17. A system for sending service provider specific messages as recited in claim 16,  
wherein said messaging device is selected from the group consisting of a telephone, a  
pager, and an e-mail system.

[c18]

18. A system for sending service provider specific messages as recited in claim 15,  
wherein said message is selected from the group consisting of a text message, an e-  
mail message, and a pager message.

[c19]

19. A system for sending service provider specific messages as recited in claim 15,  
wherein at least one of said one or more items of customer data is a telephone number.

[c20]

20. A system for sending service provider specific messages as recited in claim 15  
wherein notifying said system gateway of the need to send a message is based on a  
rules engine.

[c21]

21. A system for sending service provider specific messages as recited in claim 15  
wherein said messages are sent at configurable times.

[c22]

22. A system for sending service provider specific messages as recited in claim 15  
wherein creating said message is based on a template.

[c23]

23. A system for sending service provider specific messages as recited in claim 15  
wherein sending said message is based on a template.

[c24]

24. A system for sending service provider specific messages as recited in claim 15  
wherein said subscriber data is in a database.

[c25]

25. A system for sending service provider specific messages as recited in claim 15  
wherein said messages are sent over a network.

[c26]

26. A system for sending service provider specific messages as recited in claim 25  
wherein said network is the Internet.

[c27]

27. A system for sending service provider specific messages as recited in claim 15  
further comprising a Graphical User Interface for scheduling said appointments.

[c28]

28. A system for sending service provider specific messages as recited in claim 15  
wherein said customer data is imported from a practice management system.